

# Survey (CAHPS™ 4.0H) Results for North Texas Plans

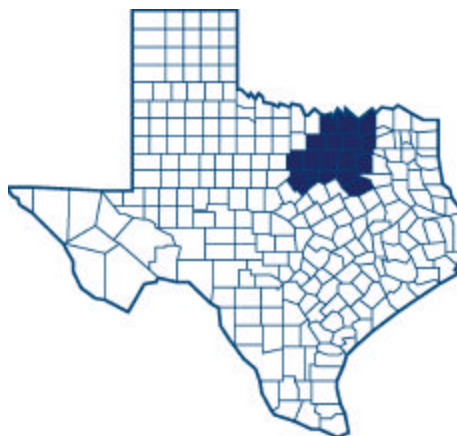
The counties included in the North Texas area are:

Collin  
Cooke  
Dallas  
Denton  
Erath  
Ellis

Fannin  
Grayson  
Hood  
Hunt  
Johnson  
Kaufman

Navarro  
Palo Pinto  
Parker  
Rockwall  
Somervell  
Tarrant

Wise



While analysis of the consumer survey was performed for all commercial health maintenance organizations (HMOs) in Texas, only the results for the plans that provide services in the North Texas area are featured in this section of the report.

*Not all HMOs provide services in each county listed here. HMOs whose service area is mainly in another region of the state are included in this section if their service area extends into at least one county in the North Texas region. The city/area shown after the name of each HMO indicates its main area of service. Contact plans directly for details on the areas they serve.*

If your HMO is not included in the following section, it may be exempt from participating in the survey due to its low enrollment or its short time of participation in the Texas commercial HMO market during 2006.

# How people rated their health plan

## Survey (CAHPS™ 4.0H) Results

Percentage who rated their plan  
6 or lower

Percentage who rated their plan  
7 or 8

Percentage who rated their plan  
9 or 10

The bar graphs show answers to a survey question that asked people to **rate their health plan** on a scale from:

**0** = “worst health plan possible” to **10** = “best health plan possible”

### STATE AVERAGE

21% 38% 41%

Aetna Health Inc. (Dallas/Ft Worth)\*

20% 42% 38%

CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)

Failed to report by service area as required by  
Chapter 108.009 (o) of the Texas Health & Safety Code.

FIRSTCARE (Waco)

19% 39% 42%

HMO Blue Texas (Dallas/Ft Worth)

19% 37% 44%

HMO Blue Texas (East/West Texas)

19% 32% 49%

PacifiCare of Texas (Dallas/Austin)

26% 37% 37%

Scott and White Health Plan (Central Texas)

14% 31% 54%

United Healthcare of Texas, Inc. (Dallas)\*

22% 41% 37%

*Due to rounding, percentages may not add up to 100%.*

*\* Includes HMO & POS products. (See page 5 for explanation.)*

# How people rated their health care

## Survey (CAHPS™ 4.0H) Results

Percentage who rated their care  
6 or lower

Percentage who rated their care  
7 or 8

Percentage who rated their care  
9 or 10

The bar graphs show answers to a survey question that asked people to **rate their health care** on a scale from:

**0** = “worst health care possible” to **10** = “best health care possible”

### STATE AVERAGE



Aetna Health Inc. (Dallas/Ft Worth)\*



CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)

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Chapter 108.009 (o) of the Texas Health & Safety Code.

FIRSTCARE (Waco)



HMO Blue Texas (Dallas/Ft Worth)



HMO Blue Texas (East/West Texas)



PacifiCare of Texas (Dallas/Austin)



Scott and White Health Plan (Central Texas)



United Healthcare of Texas, Inc. (Dallas)\*



*Due to rounding, percentages may not add up to 100%.*

\* Includes HMO & POS products. (See page 5 for explanation.)

Survey (CAHPS™ 4.0H) Results - North Texas

# How people rated their personal doctor

## Survey (CAHPS™ 4.0H) Results

Percentage who rated their personal doctor 6 or lower	Percentage who rated their personal doctor 7 or 8	Percentage who rated their personal doctor 9 or 10
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The bar graphs show answers to a survey question that asked people to **rate their personal doctor** on a scale from:

**0** = “worst personal doctor possible” to **10** = “best personal doctor possible”

### STATE AVERAGE



**Aetna Health Inc. (Dallas/Ft Worth)\***



**CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)**

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

**FIRSTCARE (Waco)**



**HMO Blue Texas (Dallas/Ft Worth)**



**HMO Blue Texas (East/West Texas)**



**PacifiCare of Texas (Dallas/Austin)**



**Scott and White Health Plan (Central Texas)**



**United Healthcare of Texas, Inc. (Dallas)\***



*Due to rounding, percentages may not add up to 100%.*

*\* Includes HMO & POS products. (See page 5 for explanation.)*

# How people rated their specialist

## Survey (CAHPS™ 4.0H) Results

Percentage who rated their  
specialist  
6 or lower

Percentage who rated their  
specialist  
7 or 8

Percentage who rated their  
specialist  
9 or 10

The bar graphs show answers to a survey question that asked people to **rate their specialist** on a scale from:

**0** = “worst specialist possible” to **10** = “best specialist possible”

### STATE AVERAGE



Aetna Health Inc. (Dallas/Ft Worth)\*



CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

FIRSTCARE (Waco)



HMO Blue Texas (Dallas/Ft Worth)



HMO Blue Texas (East/West Texas)



PacifiCare of Texas (Dallas/Austin)



Scott and White Health Plan (Central Texas)



United Healthcare of Texas, Inc. (Dallas)\*



Due to rounding, percentages may not add up to 100%.

\* Includes HMO & POS products. (See page 5 for explanation.)

Survey (CAHPS™ 4.0H) Results - North Texas

This year's results are not directly comparable to prior years' results and may not be appropriate for trending purposes due to changes in question and response choice wording and the deletion of three questions.

## Getting needed care

### Survey (CAHPS™ 4.0H) Results

Percentage who said they  
**sometimes or never**  
received care that was needed

Percentage who said they  
**usually**  
received care that was needed

Percentage who said they  
**always**  
received care that was needed

The bar graphs show answers to survey questions that asked people **how often** it was easy for them to:

- Get appointments with specialists.
- Get care, tests or treatment they needed through their health plan.

#### STATE AVERAGE



Aetna Health Inc. (Dallas/Ft Worth)\*



CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)

Failed to report by service area as required by  
Chapter 108.009 (o) of the Texas Health & Safety Code.

FIRSTCARE (Waco)



HMO Blue Texas (Dallas/Ft Worth)



HMO Blue Texas (East/West Texas)



PacifiCare of Texas (Dallas/Austin)



Scott and White Health Plan (Central Texas)



United Healthcare of Texas, Inc. (Dallas)\*



Due to rounding, percentages may not add up to 100%.

\* Includes HMO & POS products. (See page 5 for explanation.)

This year's results are not directly comparable to prior years' results and may not be appropriate for trending purposes due to the deletion of two questions.

## Getting care quickly

### Survey (CAHPS™ 4.0H) Results

Percentage who said they <b>sometimes or never</b> got care quickly	Percentage who said they <b>usually</b> got care quickly	Percentage who said they <b>always</b> got care quickly
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The bar graphs show answers to survey questions that asked people **how often** they:

- Got care as soon as they needed when they were sick or injured.
- Got an appointment as soon as they needed when they weren't sick or injured.

#### STATE AVERAGE



Aetna Health Inc. (Dallas/Ft Worth)\*



CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

FIRSTCARE (Waco)



HMO Blue Texas (Dallas/Ft Worth)



HMO Blue Texas (East/West Texas)



PacifiCare of Texas (Dallas/Austin)



Scott and White Health Plan (Central Texas)



United Healthcare of Texas, Inc. (Dallas)\*



*Due to rounding, percentages may not add up to 100%.*

\* Includes HMO & POS products. (See page 5 for explanation.)

Survey (CAHPS™ 4.0H) Results - North Texas

# Handling of claims quickly and correctly

## Survey (CAHPS™ 4.0H) Results

Percentage who said their plan <b>sometimes or never</b> handled claims quickly and correctly	Percentage who said their plan <b>usually</b> handled claims quickly and correctly	Percentage who said their plan <b>always</b> handled claims quickly and correctly
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The bar graphs show answers to survey questions that asked people **how often** their health plan:

- Handled claims quickly.
- Handled claims correctly.

### STATE AVERAGE



Aetna Health Inc. (Dallas/Ft Worth)\*



CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

FIRSTCARE (Waco)



HMO Blue Texas (Dallas/Ft Worth)

Did not achieve the minimum 100 responses needed to obtain a reportable result.

HMO Blue Texas (East/West Texas)



PacifiCare of Texas (Dallas/Austin)



Scott and White Health Plan (Central Texas)

Did not achieve the minimum 100 responses needed to obtain a reportable result.

United Healthcare of Texas, Inc. (Dallas)\*



Due to rounding, percentages may not add up to 100%.

\* Includes HMO & POS products. (See page 5 for explanation.)

This year's results are not directly comparable to prior years' results and may not be appropriate for trending purposes due to changes in question and response choice wording and the addition of one question.

# Health plan customer service

## Survey (CAHPS™ 4.0H) Results

Percentage who said customer service was **sometimes or never** efficient and helpful

Percentage who said customer service was **usually** efficient and helpful

Percentage who said customer service was **always** efficient and helpful

The bar graphs show answers to survey questions that asked people **how often**:

- Written materials or the internet provided the information they needed about how their health plan works.
- They got the information or help they needed from their health plan's customer service.
- Their health plan's customer service staff treated them with courtesy and respect.
- The forms they got from their health plan were easy to fill out.

### STATE AVERAGE

18%

26%

57%

Aetna Health Inc. (Dallas/Ft Worth)\*

17%

28%

55%

CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

FIRSTCARE (Waco)

16%

29%

55%

HMO Blue Texas (Dallas/Ft Worth)

18%

24%

59%

HMO Blue Texas (East/West Texas)

16%

25%

58%

PacifiCare of Texas (Dallas/Austin)

20%

26%

54%

Scott and White Health Plan (Central Texas)

16%

24%

60%

United Healthcare of Texas, Inc. (Dallas)\*

Did not achieve the minimum 100 responses needed to obtain a reportable result.

Due to rounding, percentages may not add up to 100%.

\* Includes HMO & POS products. (See page 5 for explanation.)

Survey (CAHPS™ 4.0H) Results - North Texas

# How well doctors communicate

## Survey (CAHPS™ 4.0H) Results

Percentage who said their doctors  
**sometimes or never**  
communicated well

Percentage who said their doctors  
**usually**  
communicated well

Percentage who said their doctors  
**always**  
communicated well

The bar graphs show answers to survey questions that asked people **how often** their personal doctor:

- Explained things in a way that was easy for them to understand.
- Listened carefully to them.
- Showed respect for what they had to say.
- Spent enough time with them.

### STATE AVERAGE



Aetna Health Inc. (Dallas/Ft Worth)\*



CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)

Failed to report by service area as required by  
Chapter 108.009 (o) of the Texas Health & Safety Code.

FIRSTCARE (Waco)



HMO Blue Texas (Dallas/Ft Worth)



HMO Blue Texas (East/West Texas)



PacifiCare of Texas (Dallas/Austin)



Scott and White Health Plan (Central Texas)



United Healthcare of Texas, Inc. (Dallas)\*



*Due to rounding, percentages may not add up to 100%.*

\* Includes HMO & POS products. (See page 5 for explanation.)

# Response rate for all plans in the survey

*Response rate = (completed surveys / [total sample – ineligible])*

**State Average = 29%**

Aetna Health Inc. (Austin)	26%
<b>Aetna Health Inc. (Dallas/Ft Worth)</b>	<b>30%</b>
Aetna Health Inc. (El Paso)	26%
Aetna Health Inc. (Houston)	25%
Aetna Health Inc. (San Antonio)	28%
<b>CIGNA HealthCare of Texas, Inc. (Dallas/North Tx)</b>	<b>FTR</b>
CIGNA HealthCare of Texas, Inc. (Houston/South Tx)	FTR
Community First Health Plans (San Antonio)	38%
FIRSTCARE (Abilene)	29%
FIRSTCARE (Amarillo)	26%
FIRSTCARE (Lubbock)	25%
<b>FIRSTCARE (Waco)</b>	<b>26%</b>
HMO Blue Texas (Austin)	40%
HMO Blue Texas (Corpus Christi/Rio Grande/San Antonio)	41%
<b>HMO Blue Texas (Dallas/Ft Worth)</b>	<b>36%</b>
<b>HMO Blue Texas (East/West Texas)</b>	<b>37%</b>
HMO Blue Texas (Houston)	33%
Humana Health Plan of Texas (Austin)	24%
Humana Health Plan of Texas (Corpus Christi)	22%
Humana Health Plan of Texas (Houston)	17%
Humana Health Plan of Texas (San Antonio)	28%
Mercy Health Plans (Laredo)	31%
<b>PacifiCare of Texas (Dallas/Austin)</b>	<b>30%</b>
PacifiCare of Texas (San Antonio/Houston)	31%
<b>Scott and White Health Plan (Central Texas)</b>	<b>38%</b>
UNICARE Health Plans (Southeast Texas)	32%
United Healthcare of Texas, Inc. (Austin/San Antonio)	23%
<b>United Healthcare of Texas, Inc. (Dallas)</b>	<b>20%</b>
United Healthcare of Texas, Inc. (Houston/Corpus Christi)	19%
Valley Baptist Health Plan (Harlingen)	25%

FTR = Failed to report by service area as required by Chapter 108.009 (o) of Texas Health and Safety Code

